

**Questions and Answers # 2**  
**Solicitation No. S00R2600024**  
**Broadband Device Purchase and Distribution**

The following questions regarding the subject IFB have been submitted by vendors. The answers provided by DHCD are intended to clarify the IFB's requirements and do not constitute an amendment.

Question	Answer
1) DHCD plans to buy about 150,000 units over six months. Will this be a one-time procurement, or will the purchase be ongoing into the future?	This will be a one-time procurement, consisting of multiple shipments.
2) Does DHCD expect to purchase Chromebooks or tablets?	DHCD expects that some models of Chromebook and tablets will satisfy the minimum specifications in the IFB. What devices DHCD purchases will be dependent on the successful bid submission.
3) For the warranty, how is the vendor expected to track the warranty and its own replacement liability?	Vendors will be liable until the point of acceptance. After acceptance, manufacturer's warranty will apply. (see Amendment 1)
4) A 13" screen is a requirement under the minimum specifications of the IFB. Would DHCD be willing to reduce this to 11"?	No.
5) Are you open to operating systems other than Chrome OS?	No.
6) Does DHCD want vendors to provide a unit price for specific models, or can the vendor supply any model at the given price?	The vendor can supply any model which meets the IFB's minimum specifications, and the vendor's bid price will apply regardless of what model is provided. DHCD seeks to ease potential strain on the vendor's supply chain by accepting alternative available products at the vendor's given bid price so long as they meet the minimum specifications of the IFB.
7) For the Problem Escalation Procedure ("PEP"), are there any formal requirements for tracking issues and shipments?	DHCD has no specific formal requirements for a vendor's proposed PEP. The PEP should establish a clear plan for communication regarding problems and delivery status.

8) Is an AMD processor acceptable? Was AMD excluded intentionally?	Devices with AMD processors may be acceptable so long as the provided processor's key characteristics meet or exceed the capabilities of the processor listed in the minimum specifications. The Contract Monitor must approve all proposed devices prior to shipping. (see IFB Section 2.3.1.B.b)
9) What is the expected volume of the work orders? Will shipments be front loaded at the beginning of the contract period or evenly distributed?	DHCD expects the volume to be somewhat frontloaded. An approximation:  50% of deliveries within the first 90 contract days 25% of deliveries within the second 90 contract days 25% of deliveries within the third 90 contract days
10) How many locations will the vendor be expected to ship to?	Approximately 24 locations - One for each Maryland county, and Baltimore City.
11) When will vendors know when DHCD has awarded the contract?	DHCD generally waits until it is confident that a contract can be signed with the apparent awardee before notifying bidders that were not selected. Generally, non-selected vendors will hear from DHCD within 30-60 days of bid closing.
12) DHCD stated that the vendor can use different product models to fill orders. Can the vendor use different brands to fill orders?	Yes.
13) What is the likely time period between the final signing of the contract and initial shipment orders?	DHCD expects to begin placing orders approximately 30 – 60 days after contract execution.
14) What happens if there is a tie bid?	Tie bids will be resolved via the process outlined in the Code of Maryland Regulations - see COMAR 21.05.02.14.
15) Can you provide any information about the logistics requirements of the contract? Can the receiving facilities handle pallets? Will they have a loading dock?	DHCD expects that most of the facilities receiving shipments will have loading docks. Because the specific nature of the grantees (local government entities) and their facilities will not be known to DHCD prior the close of bidding, DHCD cannot provide any definitive information regarding receiving facility infrastructure or equipment at this time.
16) Can the Department of Housing and Community Development disclose the manufacturer and model name/number for the requested product, and have they purchased this product previously?	DHCD is not requesting a particular manufacturer or model of device. Any model or manufacturer product that meets the minimum specifications outline in the IFB may be accepted.




	DHCD has not purchased any devices as part of this program before.
17) Can the Department of Housing and Community Development define what is meant by “tablet”? What feature sets are hard requirements?	Tablet, as it is used in the IFB, should be broadly interpreted to include any portable computing device that meets the solicitation’s stated minimum specifications (i.e. a tablet, laptop, Chromebook, or similar device). The hard requirements of the solicitation are outlined the minimum specifications. (see IFB Section 2.3 and Amendment 1)
18) Are there Persona Categories that could be used - i.e. students, home users, library users, office workers, etc. that can help us tailor possibly multiple solutions?	The end-users of the devices will be home users.
19) Will the State accept proposals for devices with one USB port (2.0 or higher) and multiple USB-C ports?	Yes.
20) According to paragraph 4.17 of the IFB, “Any exceptions to this IFB or the Contract must be raised prior to Bid submission.” What is the deadline for raising exceptions?	The Bid Closing Date for this solicitation is May 5, 2022. Any vendor intending to submit a bid must submit its exceptions prior to submitting its Bid.  That said, DHCD prefers to receive any exceptions to the IFB as soon as possible so that they may be addressed. Submission of proposed exceptions prior to the Questions due date of April 29, 2022 is desirable, though DHCD will do its best to address any communications received up to the Bid Closing Date.
21) Regarding exceptions to the IFB or Contract, does DHCD have a preferred format for vendors to provide proposed exceptions?	DHCD prefers that exceptions include a citation to the relevant language in the IFB, an explanation of the exception, and the vendor’s proposed alternative language.  Simple exceptions submitted prior to the Bid Closing Date (i.e. request to relax a particular requirement) may be posed as questions to the Procurement Officer.
22) Should exceptions to the IFB or Contract be submitted in the same manner as questions (i.e. emailed to the Procurement Officer per paragraph 4.3.1 of the IFB)? If not, how should proposed exceptions be submitted to DHCD?	Prior to the Bid Closing Date, proposed exceptions should be emailed to the Procurement Officer.



23) As the Unit Cost will remain the same, are bidders permitted to propose more than one model in the Bid Form? If so, can DHCD revise the Bid Form to allow for multiple line items?

Bidders may use multiple models and brands to satisfy orders and are not required to identify what models they plan to supply in their bid submission. However, at the time of fulfillment, the Contract Monitor will review all models proposed to fill any shipments and will confirm they meet the IFB's minimum specifications.

DHCD cannot allow bidders to propose different prices for different items because DHCD would have no way of estimating the quantity of each item purchased, and therefor no clean method of comparing overall bid prices. (see IFB Section 4.6)

  
Paul Dickman  
Procurement Officer

4/25/22  
Date

